

## Associate, Client Support (Panjiva)

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Company: S&P Global

Location: , , Pakistan

Category: other-general

About the Role: Grade Level (for internal use): 07 The Role: Associate, Client Services (Panjiva) Grade: (relevant for internal applicants only) 07 The Location: PH The Team: The Client Operations team is responsible for providing client support on our business intelligence tool by holding investigative conversations & driving product usage and revenue. Being present in the USA, Argentina, Philippines & Pakistan makes it a truly global team. Members of the team get to learn in-depth industry knowledge, produce research and develop technical skills. In addition, members get to learn Capital IQ Pro platform, produce webcast presentations and develop technical skills, such as Excel, SQL. You will also work with different teams inside the organization across many functional areas (Sales, Technology, Content & Industry Research etc). The Impact: Along with providing the best product in the market, we provide exceptional client support for it. Associates have a direct impact to the quality of the support provided, hence directly affecting the client's perspective of the company as a whole. Since the Associates are also in direct contact with clients, they also have the opportunity to relay feedback to the organization and understand the needs of the clients which is valuable to the ongoing development of the product. What's in it for you: Learn to be expert in Panjiva and Capital IQ Pro products Improve social skills while interacting with C-level industry leaders Develop comprehensive industry knowledge Learn technical expertise like User Acceptance Testing (UAT). Be part of a company that is a results-focused meritocracy. We set high standards and value accountability. We seek to identify and reward extraordinary performance with growth opportunities. Based on planned growth & initiatives, you can emerge to the next role i.e Senior Associate and more to act as a resource for the team,

particularly mentoring your teammates in offices across the globe. Learn to be expert in Panjiva and Capital IQ Pro products

**Responsibilities:** Providing the highest level of data, functionality and product support to S&P Global clients researching/analyzing appropriately and using all available resources. Answering in bound phone calls, emails, chats from external clients

**Effective Workflow Management including:** Logging and tracking information in the appropriate systems in an accurate and timely manner

Advanced cases are passed to other departments following procedures

Chip in to operational efficiency by applying the Lean principles to the day to day job

Use Diagnostic Techniques to go beyond client wants and delve into the why

Record and deliver persona/workflow based client trainings with adequate support and oversight.

Participates in user acceptance testing efforts within area of focus to ensure that products meet the highest standard for client experience.

Document different client queries for product associates in order to build a central repository of information which can be accessed by internal partners on how to best use the product.

**What We're Looking For: Basic Qualifications:** Overall successful candidates are bright, fast learners with a strong interest in learning about financial markets within the Supply chain sector. We're also looking for individuals with:

- Exceptional communication and interpersonal skills
- Minimum of a bachelor's degree, preferably in Supply chain, Economics, Finance and/or relevant work experience
- We are leaning towards hiring Fresh graduates or people with 1-2 years of experience
- Working knowledge of Microsoft Excel
- Desire and flexibility to learn and grow in an ever-changing environment
- Must have excellent oral and written English communication skills.
- Must be willing to work on a Night Shift.

**Preferred Qualifications:** 0-2 years working experience. Customer service working experience

Knowledgeable in finance, Metals & Mining industry or the global economy

**S&P Global Market Intelligence**

At S&P Global Market Intelligence, we know that not all information is important—some of it is vital. Accurate, deep and insightful. We integrate financial and industry data, research and news into tools that help track performance, generate alpha, identify investment ideas, understand competitive and industry dynamics, perform valuation and assess credit risk. Investment professionals, government agencies, corporations and universities globally can gain the intelligence essential to making business and financial decisions with conviction.

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**About S&P Global Market Intelligence**

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and insightful information. Our team of experts delivers unrivaled insights and leading data and technology solutions, partnering with customers to expand their perspective, operate with confidence, and make decisions with conviction. For more information, visit [www.spglobal.com/marketintelligence](http://www.spglobal.com/marketintelligence).

**What's In It For You?** Our Purpose: Progress is not a self-starter. It requires a catalyst to be set in motion. Information, imagination, people, technology—the right combination can unlock possibility and change the world. Our world is in transition and getting more complex by the day. We push past expected observations and seek out new levels of understanding so that we can help companies, governments and individuals make an impact on tomorrow. At S&P Global we transform data into Essential Intelligence, pinpointing risks and opening possibilities. We Accelerate Progress.

**Our People:** We're more than 35,000 strong worldwide—so we're able to understand nuances while having a broad perspective. Our team is driven by curiosity and a shared belief that Essential Intelligence can help build a more prosperous future for us all. From finding new ways to measure sustainability to analyzing energy transition across the supply chain to building workflow solutions that make it easy to tap into insight and apply it. We are changing the way people see things and empowering them to make an impact on the world we live in. We're committed to a more equitable future and to helping our customers find new, sustainable ways of doing business. We're constantly seeking new solutions that have progress in mind. Join us and help create the critical insights that truly make a difference.

**Our Values: Integrity, Discovery, Partnership** At S&P Global, we focus on Powering Global Markets. Throughout our history, the world's leading organizations have relied on us for the Essential Intelligence they need to make confident decisions about the road ahead. We start with a foundation of integrity in all we do, bring a spirit of discovery to our work, and collaborate in close partnership with each other and our customers to achieve shared goals.

**Benefits:** We take care of you, so you can take care of business. We care about our people. That's why we provide everything you—and your career—need to thrive at S&P Global.

**Our benefits include:**

- Health & Wellness:** Health care coverage designed for the mind and body.
- Flexible Downtime:** Generous time off helps keep you energized for your time on.
- Continuous Learning:** Access a wealth of resources to grow your career and learn valuable new skills.
- Invest in Your Future:** Secure your financial future through competitive pay, retirement planning, a continuing education program with a company-matched student loan contribution, and financial wellness programs.
- Family Friendly Perks:** It's not just about you. S&P Global has perks for your partners and little ones, too, with some best-in class

benefits for families. Beyond the Basics: From retail discounts to referral incentive awards—small perks can make a big difference. For more information on benefits by country visit:

[https://www.spglobal.com/en/careers/our-culture/Diversity, Equity, and Inclusion at S&P](https://www.spglobal.com/en/careers/our-culture/Diversity, Equity, and Inclusion at S&P Global)

Global: At S&P Global, we believe diversity fuels creative insights, equity unlocks opportunity, and inclusion drives growth and innovation – Powering Global Markets. Our commitment centers on our global workforce, ensuring that our people are empowered to bring their whole selves to work. It doesn't stop there, we strive to better reflect and serve the communities in which we live and work, and advocate for greater opportunity for all. -----

Opportunity Employer S&P Global is an equal opportunity employer and all qualified candidates will receive consideration for employment without regard to race/ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital status, military veteran status, unemployment status, or any other status protected by law. Only electronic job submissions will be considered for employment. If you need an accommodation during the application process due to a disability, please send an email

to: [EEO.Compliance@spglobal.com](mailto:EEO.Compliance@spglobal.com) and your request will be forwarded to the appropriate person. US Candidates Only: The EEO is the Law Poster

<http://www.dol.gov/ofccp/regs/compliance/posters/pdf/eeopost.pdf> describes discrimination protections under federal law. -----20 - Professional (EEO-2

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